

**CITY OF BRYAN  
JOB DESCRIPTION – 6604**

**Working Title: CLAIMS SPECIALIST**  
**Career Ladder: BUSINESS PROFESSIONAL**  
**Level: 410/420**  
**Department: RISK MANAGEMENT**

**SUMMARY AND PRIMARY FUNCTION**

Perform a variety of professional level duties involved in the investigation, evaluation and management of workers' compensation, property/casualty and disability claims and loss prevention programs.

**PRIMARY DUTIES**

Receives, reviews and assists with investigation; gathers appropriate documentation; arranges for medical care; administers and responds to workers' compensation, property/casualty and disability claims; coordinates with third party claims administrator.

Interprets and explains to employees and supervisors procedures and benefits related to workers' compensation, citizens' claims and disability claims.

Coordinates and administers the City's internal modified duty program.

Researches and analyzes data; prepares various reports as needed.

Coordinates with Safety Officer to identify exposures and loss prevention measures; makes recommendations to correct or control exposures.

Related duties as assigned.

**EDUCATION AND EXPERIENCE**

BA/BS in business administration or appropriate specialized field of study plus 0-2 years directly related experience; or AA/AS plus 2-4 years related experience; or HS diploma plus 4-6 years directly related experience.

Minimum 3 years experience administering/adjusting workers' compensation claims preferred.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledgeable of the Texas Workers' Compensation Act and the Texas Tort Claims Act.

Knowledge of insurance claims adjusting and basic medical terminology.

Some knowledge of claims administration in a municipal organization.

Ability to analyze facts and exercise good judgment; and apply directives, guidelines and laws.

Ability to gather, organize and analyze data and prepare reports.

Ability to communicate clearly and concisely, orally and in writing.

Ability to meet deadlines.

Ability to perform unsupervised fieldwork.

Ability to maintain effective working relationships with employees, management, medical providers, attorneys, other outside agencies and the general public.

Ability to handle stressful situations.

**SPECIAL REQUIREMENTS AND LICENSES**

Texas Class C driver's license with a good driving record as measured by the City's evaluation system.

Texas Adjustor's License preferred.

**EQUIPMENT**

Computer, calculator, copier, FAX machine, telephone, and automobile.

Work shall be performed with tools, appliances and equipment approved by those agencies and bodies that have control, authority or approval of the design working ranges or limitations of those items; the employee has the responsibility to conform to those ranges and limitations.